



Administrative Dispatch Supervisor

Job Description

Department: Sheriff
Position: Career Service
Grade: 510
Supervisory: Supervisor
Reports to: Lieutenant - Administration

Summary

Under the direction of a Lieutenant - Administration, serves as the Utah County Sheriff's Office Primary Terminal Agency Coordinator (TAC), being responsible for the use of the Criminal Justice Information System (CJIS) data within the Sheriff's Office, and oversees compilation and dissemination of criminal statistical data and submission of incident-based reports.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Coordinate the dispatch function with department emergency management personnel during emergencies, planned drills, and for activation of the EOC; make assignments to ensure sufficient coverage; assist in evaluating call taking and dispatching services provided upon conclusion of the emergency or drill, identifying areas needing improvement and suggesting methods to improve efficiency.
2. Perform call taking and dispatching duties when the Emergency Operation Center (EOC) and/or the Mobile Agency Command Center (MACC) are in use; log, track, and route National Incident Management System (NIMS) messages in the appropriate database; dispatch and track search and rescue and other personnel assigned to the emergency when applicable.
3. Serve as the Bureau of Criminal Identification (BCI) point of contact for record validations, quality control, dissemination of manuals and other publications, security, user training, audits, and system matters; serve as Terminal Agency Coordinator (TAC), oversee and assists in the training and testing of department operators who access the Utah Criminal Justice Information System files (UCJIS) and other databases to ensure compliance with BCI requirements; ensure records are disseminated in accordance with Right of Access Regulations; complete annual audits required by FBI and BCI.
4. Schedule and coordinate the work of the Administrative Dispatcher; evaluate performance and conduct performance appraisals in coordination with the Lieutenant; ensure requirements for EMD and EFD certifications are met; track hours, submit and follow up as necessary.

For Office Use Only

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Job Title: Administrative Dispatch Supervisor
FLSA: Non-Exempt
Effective Date: 8/20/2020
Public Safety: No

Worker's Compensation: County
Background Level: Civilian
Safety Sensitive: Yes
DOT: No
ML: Supervisor

5. Oversee or personally conduct monthly validation for all records entered in the National Crime Information Center (NCIC) database before automatic purge date.
6. Oversee and participate in gathering, compiling, and disseminating statistics related to calls for service and crimes committed; oversee and prepare charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables used to enhance directed patrol and investigative activity and aid in the intervention and solution of criminal activity and the effective deployment of police assets.
7. Prepare and oversee required reports and records; oversee and provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.
8. Advise and educate department personnel in crime analysis procedures and the use of related computer systems and tools; attend patrol and detective briefing sessions when requested and answers questions stemming from analytical findings.
9. Oversee and maintain an accurate database featuring the most up-to-date demographic information utilizing the Spillman software system; stay current on the usage and features of the software; update assigned unit number in the CAD for all divisions within the Sheriff's Office.
10. Maintain records and prepare the Sheriff's Office Law Enforcement Transparency Annual Report (LET), Use of Force Reporting, and Law Enforcement Killed and Assaulted (LEOKA)
11. Perform background checks on ATF Firearms transaction records and report of multiple sale or disposition of pistols and revolvers received by the Sheriff.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of Utah County Rules and Regulations
- Knowledge of Sheriff's Office Policies and Procedures
- Knowledge of emergency dispatch procedures
- Knowledge of regulations regarding various law enforcement systems and data bases including, but not limited to:
 - Spillman Computer-Aided Dispatch
 - Utah Criminal Justice Information System (UCJIS)
 - National Crime Information Center (NCIC)
 - Bureau of Criminal Investigations (BCI)
- Skilled in reading, writing, and intermediate math
- Skilled in operating standard office equipment
- Skilled in using radios and computer-aided dispatch equipment
- Skilled in word processing and data entry
- Skilled in gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports
- Ability to maintain cooperative working relationships with those contacted work activities

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- Ability to effectively supervise others while maintaining own workload
- Ability to rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations
- Ability to communicate verbally and in writing
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has direct supervisory responsibility and serves as a coach and mentor for other positions in the department.

Work Environment

This job typically operates in a professional office environment and routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work is also performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. May be required to drive Utah County owned vehicles in the course of conducting County business. Must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus and distinguish between colors. The employee is required to type, file and lift supplies up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand. Work in the EOC during an emergency may require working for extended hours with little notice.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of dispatcher work experience with a 911 dispatch center or a similar law enforcement agency with two (2) of these years in the capacity of a Dispatch Shift Supervisor, a Terminal Agency Coordinator or other specialty dispatch position such as Quality, Training, or Public Safety Answering Point (PSAP) Coordinator.

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Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Applicants must possess and thereafter maintain certification as follows:
 - a. Dispatcher, administered by Utah Peace Officer Standards and Training (POST)
 - b. Emergency Medical Dispatch (EMD)
 - c. Emergency Fire Dispatch (EFD)
 - d. CPR
 - e. Bureau of Criminal Investigation (BCI)
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

County employees being reassigned or transferred to this classification must possess all certifications upon reassignment or transfer.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

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Director – Human Resources _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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